

# U.S. Army Garrison Baden-Württemberg Service Directory

Last updated: July 15, 2013

Note: This downloadable PDF replaces the service directory formerly found on the U.S. Army Garrison Baden-Württemberg website. Only those services still existing in this closing community are listed. Please check this directory before visiting a service, as hours may have changed since the last update. We make every effort to ensure this directory is updated weekly. Please email service changes to [usarmy.kaiserslautern.imcom-europe.mbx.usag-k-public-affairs@mail.mil](mailto:usarmy.kaiserslautern.imcom-europe.mbx.usag-k-public-affairs@mail.mil)

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# A

## **AAFES Exchange Campbell Express**

**Facility will close July 31, 2013**

Hours: 8 a.m.-5 p.m. Monday-Friday

Campbell Barracks, Bldg. 31M, Heidelberg

DSN 370-8733/8311, civ. 06221-37-4057

## **AAFES Exchange Car Rental**

**Facility will close by August 30, 2013**

Hours: 9 a.m.-6 p.m. Monday-Friday, 9 a.m.-1 p.m. Saturdays

Community Support Center, Bldg. 3811, Heidelberg

Civ. 06221-18-4880

## **AAFES Exchange Coleman Express**

**Facility will close by August 30, 2013**

Hours: 7 a.m.-7 p.m. Monday-Friday, 10 a.m.-5 p.m. Saturday, Sunday

Coleman Barracks, Bldg. 25A, Mannheim

Civ. 0621-78-3393

## **AAFES Exchange Military Clothing Sales**

**Facility will close by August 30, 2013**

Hours: 10 a.m.-7 p.m. Monday-Saturday, 10 a.m.-6 p.m. Sunday

Community Support Center, Bldg. 3803 (inside the main Exchange), Heidelberg

DSN 370-8421, civ. 06221-13-7460

## **AAFES Exchange PHV Express**

**Facility will close by August 30, 2013**

Hours: 8 a.m.-8 p.m. Monday-Sunday

Patrick Henry Village, Bldg. 4505, Heidelberg

Civ. 06221-76-2164

## **AAFES Food Court**

**Taco Bell and Subway are scheduled to close August 30, 2013**

Hours: 11 a.m.-6 p.m. Tuesday-Saturday

11 a.m.-6 p.m. Sunday

Campbell Barracks, Bldg. 34M, Heidelberg

Civ. 06221-137-5640

### 3

#### **AAFES Human Resources** -----

**Facility will close by August 30, 2013**

Hours: 8:30 a.m.-4 p.m. Monday-Thursday, Appointments only Friday

Community Support Center, Bldg. 3801, Heidelberg

Civ. 06221-914-0331

#### **AAFES Main Exchange Heidelberg** -----

**Facility will close by August 30, 2013**

Hours: 11 a.m.-7 p.m. Tuesday-Saturday and noon-6 p.m. Sunday

Community Support Center, Bldg. 3803, Heidelberg

DSN 370-8421, civ. 06221-13-7460

#### **AAFES Power Zone** -----

**Facility will close by August 30, 2013**

Hours: 10 a.m.-6 p.m. Sunday-Monday

Community Support Center, Bldg. 3802, (co-located with the BookMark), Heidelberg

Civ. 06221-13-7460

#### **Administrative Service Division** -----

Hours: 8 a.m.-4 p.m. (closed for lunch noon-1 p.m.) Monday-Friday

Community Support Center, Bldg. 3850, Room 250, Heidelberg

DSN 370-8264/6484, civ. 06221-57-8264/6484, FAX 06221-57-7707

Description: Executes the garrison functions of the Army Records Information Management System, Freedom of Information Act, Act/Privacy Act, office copier management, printing and duplication for U.S. Army Garrisons Baden-Württemberg, Kaiserslautern and Baumholder.

#### **Anthony's Pizza Heidelberg PHV** -----

**Facility will close by August 30, 2013**

Hours: 11 a.m.-9 p.m. Monday-Friday, noon-8 p.m. Saturday, noon-7 p.m. Sunday

Patrick Henry Village, Bldg. 4544, Heidelberg

Civ. 06221-76-2686

#### **Army Community Service** -----

**Facility will close August 31, 2013**

Hours: 8 a.m.-4:30 p.m. Monday-Wednesday, Friday; 11 a.m.-4:30 p.m. Thursday

Community Support Center, Bldg. 3850, Heidelberg

DSN 370-6883, civ. 06221-57-6883

Notes: The Army Community Service Information and Referral Office has moved from the Village Pavilion Community Center on Patrick Henry Village to the main ACS office on the Community Support Center. Some services, including the Employment Readiness Program, are no longer available.

### 4

#### **Army Substance Abuse Program**

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**Facility expected to close August 30, 2013 (Date subject to change)**

Hours: 7:30 a.m.-4:30 p.m. Monday-Friday

Community Support Center, Bldg. 3850, Room 273, Heidelberg

DSN 370-1710, civ. 06221-57-1710

Description: ASAP's goal is to strengthen the overall fitness and effectiveness of Army personnel and enhance the combat readiness of Soldiers. Details are in Army Regulation 600-85, the Army Substance Abuse Program. Assistance is provided to active duty Soldiers, Department of the Army civilians, family members and retirees. Command involvement throughout the identification, referral, screening and elevation processes is critical.

Note: Customers who are PCSing may also contact U.S. Army Garrison Kaiserslautern's Army Substance Abuse Program, located in Bldg. 3820 on Wilson Barracks in Landstuhl (near the hospital): DSN 486-1710, civ. 06371-86-1710.

#### **Auto Skills Mannheim Spinelli**

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**Facility will close by August 30, 2013**

Hours: 10 a.m.-6 p.m. Tuesday-Friday, 9 a.m.-5 p.m. Saturday

Spinelli Barracks, Bldg. 1577, Mannheim

DSN 384-6023, civ. 0621-730-6023; Towing Service: civ. 0173-20-0642

Description: Facility provides bays and tools to perform small and major repairs on personally-owned vehicles. It also offers oil and tire change services, as well as towing services and POV disposal. Note: Last day for automobile donations is **July 31, 2013**.

#### **Automotive Parts Store**

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**Facility will close by August 30, 2013**

Hours: 10 a.m.-6 p.m. Sunday-Monday

Community Support Center, Bldg. 3802, (co-located with Hardlines Annex), Heidelberg

Civ. 06221-13-7460

## **B**

#### **Barber Shop Mannheim Coleman**

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**Facility will close by August 30, 2013**

Hours: 9 a.m.-4:30 p.m. Tuesday-Saturday

Coleman Barracks, Bldg. 25B, Mannheim

DSN 382-5479, civ. 0621-779-5479

### **Bowling Center/Kids' Zone Heidelberg**

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**Facility will close August 31, 2013**

Hours: 3-9 p.m. Wednesday, Thursday; 3-11 p.m. Friday, Saturday, noon-8 p.m. Sunday

Snackbar: 3-9 p.m. Wednesday-Saturday, noon-8 p.m. Sunday

Bar: 4-11 p.m. Thursday-Saturday

Patrick Henry Village, Bldg. 4545, Heidelberg

DSN 388-9040, civ. 06221-338-9040

Description: The Bowling Center has 32 lanes for leagues, recreational use, tournaments and social events. Center also has three private rooms for birthday parties, meetings and social gatherings. The Strike Zone snack bar offers fast-food service, including pizza, burgers, chicken, salad and sandwiches. The Pro Shop features balls, bags, shoes and accessories from major manufactures. The Kid and Teen Zone offers a variety of video games. The 10<sup>th</sup> Frame Lounge sells (non) alcoholic beverages and boasts flat screen TVs, a 9-foot pool table, darts and 48 slot machines. Pebble Beach Mini Golf offers 18 holes.

### **Bowling Center Mannheim Coleman**

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**Facility will close August 31, 2013**

Hours: 6:30 a.m.-10 p.m. Monday-Friday, 3-10 p.m. Saturday, Sunday

Coleman Barracks, Bldg. 25, Mannheim

DSN 382-4320, civ. 0621-776-4320

Description: The Bowling Center has 10 lanes; a snack bar that serves breakfast, lunch and dinner; two casino gaming rooms and Mike's Pub, a bar.

### **Burger King Patrick Henry Village**

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**Facility will close August 30, 2013**

Hours: 7 a.m.-6 p.m. Monday-Friday, 8 a.m.-7 p.m. Saturday, 11 a.m.-6 p.m. Sunday

Patrick Henry Village, Heidelberg

## **C**

### **Casualty and Memorial Affairs**

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Hours: 8 a.m.-4 p.m. Monday-Friday (closed for lunch noon-1 p.m.)

Community Support Center, Bldg. 3850, Room 250, Heidelberg

DSN 370-8392, DSN FAX 370-7707, 24-hour mobile 0162-296-9201/9177

E-mail [usarmy.badenwur.usag.mbx.casualty@mail.mil](mailto:usarmy.badenwur.usag.mbx.casualty@mail.mil)

Description: Provides casualty reporting, notification and assistance services to all tenant units, organizations and eligible personnel.

#### **Central Issue Facility Heidelberg**

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Hours: 8-10 a.m. (for walk-ins) and 10 a.m.-3 p.m. (for appointments) Monday-Wednesday, Friday and 1-3 p.m. (only) Thursday. Facility is closed for lunch noon-1 p.m.  
Community Support Center, Bldg. 3850, Heidelberg  
DSN 370-3340/3240, civ. 06221-57-3340/3240

#### **Central Receiving Point (Garrison Supply Support)**

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**Facility will close August 30, 2013**

Hours: 7:15 a.m.-3:45 Monday-Thursday (closed for lunch noon-12:30 p.m.),  
7:15 a.m.-noon Friday

Spinelli Barracks, Bldg. 1536, Mannheim

DSN 384-6823, civ. 0621-730-6823

Description: Facility provides supply support to all military units, civilian agencies and other activities throughout U.S. Army Garrison Baden-Württemberg. Supplies supported through the CRP are Class I and IV. During contingency operations, the CRP provides base operation support for all classes of supply and coordinates and supports all units and activities transition through the garrison's area of operations.

#### **Child Care: School-Age Center**

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**Center will close August 30, 2013**

Hours: 6 a.m.-6 p.m. Monday-Friday

Inside the Child Development Center, Patrick Henry Village, Heidelberg

DSN 388-9302, civ. 06221-338-9302

Description: The School-Age Center provides care for first through fifth-graders year 'round, including before and after school and full-day care on school holidays. SAC offers programming in the Army Four Service Areas, featuring activity "zones" in computers, science, arts, crafts, sports and theater, where children engage in activities of their choice. The SAC also serves dietician-approved meal and snack options.

#### **Child Development Center**

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**Facility will close August 31, 2013**

Hours: 6 a.m.-6 p.m. Monday-Friday

Patrick Henry Village, Bldg. 4442, Heidelberg

DSN 388-9301/9302/9303, civ. 06221-338-9300/9302/9303

Description: The center provides full-day care (for infants 6 weeks to kindergarten-age), part-day preschool (for children 3-5) and hourly care (infants 6 weeks to kindergarten).

Strong Beginnings, a pre-kindergarten class, is offered to children ages 4-5 who are enrolled in the CDC. There, students are introduced to reading, writing and math skills, while developing their minds to follow instruction and prepare for a classroom setting.

### **Commissary Heidelberg**

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#### **Facility will close by August 30, 2013**

Hours: 10 a.m.-7 p.m. Sunday-Saturday (closed Mondays due to DOD-wide furlough).

Patrick Henry Village, Bldg. 4814, Heidelberg

DSN 388-9074, civ. 06221-759-3112

[www.commissaries.com](http://www.commissaries.com)

Note: Due to the Department of Defense-wide furlough, the Patrick Henry Village Commissary (and many commissaries world-wide) will be closed Mondays, for up to 11 days, until **Sept. 30**.

### **Community Bank ATMs**

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The ATMs located at the theater on Patrick Henry Village are scheduled to be deactivated the **end of July** (removed **first week of August**). The ATMs on Campbell and Coleman Barracks, as well as PHV and the Community Support Center (Shopping Center), should deactivate by the **end of August**, with removal the **first week of September**.

### **Community Bank Heidelberg (Shopping Center)**

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#### **Facility will close by August 30, 2013**

Hours: 9:30 a.m.-4 p.m. Monday-Friday, 10 a.m.-1:30 p.m. Saturday

Community Support Center, Bldg. 3803, Heidelberg

DSN 370-8580/7205, civ. 06221-60-0862/0863

### **Customs Field Office Heidelberg**

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#### **Facility will close by August 30, 2013**

Hours: 9:30 a.m.-2:30 p.m. Tuesdays and Thursdays only until **July 26**

**After July 26:** 7:30 a.m.-3:45 p.m. Monday-Friday (closed U.S. and German holidays)

Community Support Center, Bldg. 3850, Room 271, Heidelberg

DSN 370-8998/7142, civ. 06221-57-8998/7142

More information: [www.hqusareur.army.mil/opm/customs.htm](http://www.hqusareur.army.mil/opm/customs.htm)

## **D**

### **DoDDS: Heidelberg District Superintendent Office**

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#### **Office will close by August 30, 2013**

Hours: 7:30 a.m.-4:30 p.m. Monday-Friday

Patrick Henry Village, Bldg. 4517, Heidelberg

DSN 388-9383/9373, civ. 06221-76-8081, [SuperintendentHeidelberg.DSO@eu.dodea.edu](mailto:SuperintendentHeidelberg.DSO@eu.dodea.edu)

Website: [www.heid-dso.eu.dodea.edu](http://www.heid-dso.eu.dodea.edu)

Description: The Heidelberg District Office provides leadership, guidance and resources to ensure a successful educational environment for every child at each school in the military communities of Heidelberg, Stuttgart and Wiesbaden.



### *Drivers Testing*

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**Services will end August 29, 2013**

Hours: 8 a.m.-4 p.m. Tuesday-Thursday

Community Support Center, Bldg. 3850, Room 136, Heidelberg

DSN 370-8126/6911/6301, civ. 06221-57-8126/6911/6301

## **E**

### *Education Center*

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Hours: 8 a.m.-noon and 1-4 p.m. Monday-Friday. Closed U.S. and training holidays.

Community Support Center, Bldg. 3850, Room 180, Heidelberg

DSN 373-6761/6797, civ. 06221-17-6761/6797

Notes: The Rhine Ordnance Barracks Education Center, Bldg. 288 in

Kaiserslautern, now provides testing services to customers assigned to U.S. Army

Garrison Baden-Württemberg. To schedule DANTES, Army Personnel Testing,

certification and college tests, contact the ROB Education Center at DSN 493-2588,

civ. 0631-3406-2588. Counseling services are available at the Heidelberg Education

Center until **July 31, 2013**.

## **F**

### *Finance: 266<sup>th</sup> FINCOM/CPF Finance Customer Support Team*

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**Team will cease operations by August 30, 2013**

Hours: 8 a.m.-4 p.m. Monday-Friday (closed for lunch noon-1 p.m.)

Community Support Center, Bldg. 3850, Room 180, Heidelberg

DSN 370-8570/7233/3066/6444, civ. 06221-57-8570/7233/3066/6444

### *Fitness Center Heidelberg Campbell*

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**Facility will close September 15, 2013**

Hours: 11 a.m.-2 p.m. Monday-Friday

Campbell Barracks, Bldg. 18, Heidelberg

DSN 370-6350/6489, civ. 06221-57-6350/6489

Description: Facility includes free use of a gymnasium, state-of-the-art cardiovascular and strength-training equipment, showers and restroom facilities, sauna, basketball courts and for-a-fee fitness courses, including yoga, massage services, aerobics, spin and zumba.

#### ***Fitness Center Mannheim Coleman***

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**Facility will close July 31, 2013**

Hours: 5:30 a.m.-9 p.m. Monday-Friday, 10 a.m.-5 p.m. Saturday, Sunday and U.S. holidays.

Coleman Barracks, Bldg. 25, Mannheim

DSN 382-4322, civ. 0621-779-4322

Description: Facility includes free use of a gymnasium, state-of-the-art cardiovascular and strength-training equipment, showers and restroom facilities, basketball court and racquetball court.

#### ***Fitness Center Stronghold PHV***

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**Facility will close August 31, 2013**

Hours: 5 a.m.-10 p.m. Sunday-Monday

Patrick Henry Village, Bldg. 4507, Heidelberg

DSN 388-9415, civ. 06221-338-9415 (manager DSN 370-6489, civ. 06221-57-6489)

Description: Facility includes limited state-of-the-art cardiovascular and strength-training equipment, showers and restroom facilities. Amenities include flat screen TVs, and a family exercise area with a confined section for kids. Room can also be accessed after-hours through the PHV Lodging Reception.

## ***G***

#### ***Golf Course***

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**Facility will close September 8, 2013**

Hours: 9:30 a.m.-7 p.m. Monday, 7:30 a.m.-7 p.m. Tuesday-Friday, 7 a.m.-7 p.m. Saturday, Sunday and holidays

An der Bundesstraße 291, Oftersheim

DSN 370-5946, civ. 06202-53-767

Website: [www.heidelberggolf.com](http://www.heidelberggolf.com)

Description: The championship 18-hole golf course is open for daily play and tournament golf. Full-service pro shop offers a selection of golf equipment and apparel (special orders available for items not in stock). Private golf instruction and clinics offered. Other features include a practice driving range, practice putting green and chipping/pitching area, power golf cart rental, club rentals, pull car rentals and locker rentals. Intramural golf support, as well as unit and private-organization tournament packages, conference room rental and more are also available. Grounds include a full-service restaurant, snack bar and bar service.

# H

## Heidelberg Housing Office

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### Facility will close by August 30, 2013

Hours: 8 a.m.-4 p.m. Monday-Wednesday, 10 a.m.-4 p.m. Thursday, 8 a.m.-2 p.m. Friday  
Community Support Center, Bldg. 3980  
DSN 387-3346, civ. 06221-4380-3346

# I

## IACS: Installation Access Control

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### Facility will close by August 30, 2013

Hours: 8-11:30 a.m. and 12:30-4 p.m. Monday-Friday, closed U.S. holidays  
Community Support Center, Bldg. 3850, Heidelberg  
DSN 370-3311/3312/3314, civ. 06221-57-3311/3312/3314

#### Notes:

1. Two forms of photo ID required.
2. Sponsor must be present if customer is not at least 18 years old.
3. All customers must provide Community Mail Room address and phone number.
4. For visitor installation passes, a copy of the flight itinerary with return date must be presented along with visitor's passport.
5. For Local National installation passes, a valid request from sponsoring agency or customer justifying need for access to a U.S. government installation is required, as are two forms of photo ID. A background check will be conducted.
6. An AE Form 190-16A must be signed by a designated garrison representative.

## ID Cards/DEERS

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### Facility will close by August 30, 2013

Hours: 8 a.m.-noon and 1-4 p.m. Tuesday, Wednesday and Thursday only  
Community Support Center, Bldg. 3850, Room 180, Heidelberg  
DSN 370-7348/8570/8164/7233, civ. 06221-57-7348/8570/8164/7233  
E-mail *usarmy.badenwur.usag.mbx.id@mail.mil*

Description: Provides identification cards and DEERS services to all authorized community members. ID card appointments can be scheduled at  
<https://rapids-appointments.dmdc.osd.mil>.

#### *Installation Property Book Office Heidelberg-----*

**Facility will close by August 30, 2013**

Hours: 8 a.m.-4 p.m. (closed for lunch noon-1 p.m.) Monday-Friday

Patton Barracks, Bldg. 116, Heidelberg

DSN 373-7427, civ. 06221-17-7427

Description: The Installation Property Book Office is responsible for maintaining accountable records for all non-expendable and reportable expendable installation property.

#### *Installation Property Book Office Mannheim-----*

**Facility will close by August 30, 2013**

Hours: 7:30 a.m.-4 p.m. (closed for lunch noon-1 p.m.) Monday-Friday

Spinelli Barracks, Bldg. 1536, Mannheim

DSN 384-6095, civ. 06217-30-6095

Description: The Installation Property Book Office is responsible for maintaining accountable records for all non-expendable and reportable expendable installation property.

## **L**

#### *Legal Assistance-----*

**Facility will close August 30, 2013**

Hours: 8 a.m.-4 p.m. (closed for lunch noon-1 p.m.) Monday- Friday

Central Processing Facility, Community Support Center, Bldg. 3850, Room 180, Heidelberg

DSN 370-6673, civ. 06221-57-6673

**Notes:** Services will begin to diminish in August. Most services require appointments; however, requests for Powers of Attorney and notary services can be initiated on a walk-in basis.

**Services:** Attorneys are available, by appointment only, to assist with the following: family law custody and visitation, divorce and separation, non-support of family members, paternity issues, military administrative legal issues, re-enlistment bars, security clearance problems, Officer and Non-commissioned Officer Evaluation Report appeals, Line of Duty investigations, reprimand rebuttals, FLIPL rebuttals, Article 138 complaints, taxes and income, property tax, economic legal issues, bankruptcy claims, debts, insurance, veteran re-employment, consumer protection, automobiles, credit-debt collection, identity theft reporting, contracts, consumer scams, warranties and defective products, real property (real estate), buyer advice, landlord advice, advice about leases, seller advice, tenant advice, criminal torts, estate planning, advance medical directives (living wills and health care powers of attorney), casualty assistance directives, wills, testimony and trusts. A German attorney is no longer available.

## **Library**

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### **Facility will close July 31, 2013**

Hours: noon-6 p.m. Tuesday-Friday, 11 a.m.-5 p.m. Sunday.

Patrick Henry Village, Bldg. 4509, Heidelberg

DSN 370-1740, civ. 06221-57-1740

Notes: Checkouts and item holds are no longer possible, but materials may still be used inside the library, and computers are still available for use. All checked-out items should be returned. If moving to either the Kaiserslautern or Wiesbaden military communities, please bring in a copy of orders one to two weeks prior to leaving, in order to be transferred to the gaining library. The last day to use the library is **July 30, 2013**. There will be no summer reading program. Patrons may call the Kaiserslautern Main Library (Bldg. 3810 on Wilson Barracks in Landstuhl) for information at DSN 486-7322, civ. 06371-86-7322.

## **Lodging: PHV Guesthouse**

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### **Facility will close August 31, 2013**

Patrick Henry Village, Bldg. 4527, Heidelberg

DSN 370-1700/388-9449, civ. 06221-79-5100

Description: Heidelberg Army Lodging provides guest rooms and Distinguished Visitor Suites. Lodging guests receive free WiFi in all rooms and free daily continental breakfast. The guesthouse is located near the commissary, library, Strong Hold Gym, movie theater, Shoppette, Village Grille and chapel facilities.

# **M**

## **Military Personnel Division Personnel Services**

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Hours: 8 a.m.-4 p.m. (closed for lunch noon- 1 p.m.) Monday-Wednesday, Friday.

Community Support Center, Bldg. 3850, Room 250, Heidelberg

DSN 370-7726/7725/8054, FAX DSN 370-7707, civ. 06221-57-7726/7725/8054,

FAX civ. 06221-57-7707

Description: Provides personnel services to tenant units. Services included promotions, early return of dependents, command sponsorship, updating military personnel records (Enlisted and Officer Record Briefs), Record of Emergency Data (DD Form 93), Servicemember's Group Life Insurance, family travel, Foreign Language Proficiency Bonus, Married Army Couples Program, name changes, Army Good Conduct Medal, Soldier Readiness Processing, pre-deployment processing, foreign decorations and badges, changes of tour, Statement of Service (1506) and identification tags.

### ***Military Police (Provost Marshal's Office)***

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#### **Service will close by August 30, 2013**

Hours: Open seven days a week, 24 hours a day, including U.S. and German holidays

Patrick Henry Village, Bldg. 4511 (next to Burger King), Heidelberg

DSN 388-2222/2333, civ. 06221-678-2222/2333 (Provost Sergeant, DSN 388-2349/2585)

Inclement Weather Hotline: DSN 388-2333, civ. 06221-648-2333

#### **MP Desk Sergeant Operations:**

1. Background checks may be submitted to the MP desk SGT for an official review of the local and Army-wide Military Police files. Completed paperwork will be ready for pick-up after 72 hours.
2. All lost Department of Defense ID cards, passports, U.S. Army Europe driver licenses and plates must be reported to the MP desk SGT prior to obtaining a new one.
3. Fingerprinting, for background checks, security clearances, adoptions and some employment opportunities, is conducted 9 a.m.-noon Tuesdays.

#### **PMO Operations (open 7:30 a.m.-4:30 p.m. Monday-Friday):**

1. All Soldiers are required to clear the PMO Admin section prior to DEROSing to ensure no open Military Police or commander's actions are pending.
2. Customers may request a copy of Military Police reports/traffic accident reports.
3. All Freedom of Information Act requests must be initiated with the Staff Judge Advocate prior to submitting to the PMO admin section.

## ***P***

### ***Parent Central Services***

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Hours: 8 a.m.-4:30 p.m. Monday- Friday (first Thursday of the month, 8 a.m.-12:30 p.m.)

Closed for lunch 12:30-1:30 p.m.

Patrick Henry Village, Bldg. 4443, Heidelberg

DSN 388-9240, civ. 06221-338-9240

### **Passports**-----

Hours: 8 a.m.-noon and 1-4 p.m. Monday-Friday. Closed U.S. holidays.

Community Support Center, Bldg. 3850, Room 180, Heidelberg

DSN 370-8536/7262/6784, civ. 06221-57-8536/7262/6784

E-mail [usarmy.badenwur.usag.mbx.passports@mail.mil](mailto:usarmy.badenwur.usag.mbx.passports@mail.mil)

Notes: The Heidelberg Passport office now provides passport services

**8 a.m.-noon and 1-4 p.m. Tuesday and Thursday only.** These services include tourist and official passport applications, Status of Forces Agreement cards, reports of birth and birth registration and assistance with U.S. Visa applications. Customers can receive all passport services if available services in Heidelberg do not meet their needs. Nearest garrison passport offices:

-Kleber Kaserne, Bldg. 3245, Kaiserslautern. DSN 483-8892/7659,  
civ. 0631-411-8892/7609.

-Clay Kaserne, Bldg. 1023E, Wiesbaden. DSN 337-5308, civ. 0611-705-5308

-Panzer Kaserne, Bldg. 2948, Stuttgart. DSN 431-2009/2301, civ. 0703-115-2009/2301

### **Postal: Postal Service Center 418 Mannheim Coleman Barracks**-----

Hours: 10 a.m.-3 p.m. Tuesday-Friday (Official Mail); 11 a.m.-6 p.m. Tuesday-Friday (customer service and parcel pick-up); 10 a.m.-3 p.m. Tuesday, Thursday (Army Post Office out-going mail); Out-processing/change of address, 11 a.m.-6 p.m. Monday-Friday. Customers have 24/7 access to personal mailboxes.

Coleman Barracks, Bldg. 49, Mannheim

DSN 382-5204/5220, civ. 0621-779-5204/5220

E-mail [usarmy.badenwur.imcom-europe.mbx.psc-418-members@mail.mil](mailto:usarmy.badenwur.imcom-europe.mbx.psc-418-members@mail.mil)

Note: The Heidelberg and Mannheim Postal facilities adjusted customer service hours of operation, due to the Department of Defense-wide furlough, staff shortages and restructuring necessitated by the garrison's closure.

### **Postal: Patrick Henry Village Postal Service Center**-----

Hours: 11 a.m.-6:30 p.m. Tuesday-Friday (customer service and parcel pick-up), 11 a.m.-5 p.m. Tuesday-Friday (Army Post Office out-going mail). Out-processing/change of address, 11 a.m.-6:30 p.m. Monday-Friday. Customers have 24/7 access to personal mailboxes.

Patrick Henry Village, Bldg. 4503, Heidelberg

DSN 388-9493/9491, civ. 06221-338-9493/9488/9491

E-mail [usarmy.badenwur.imcom-europe.mbx.phv-pscmembers@mail.mil](mailto:usarmy.badenwur.imcom-europe.mbx.phv-pscmembers@mail.mil)

Note: The Heidelberg and Mannheim Postal facilities adjusted customer service hours of operation, due to the Department of Defense-wide furlough, staff shortages and restructuring necessitated by the garrison's closure.

**Postal: Patrick Henry Official Mail and Distribution Center-----**

Hours: 9 a.m.-4 p.m. Tuesday-Friday (closed for lunch noon-1 p.m.)

Patrick Henry Village, Bldg. 4794, Heidelberg

DSN 388-9173/9237, civ. 06221-338-9173/9237

E-mail [usarmy.badenwur.usag.mbx.omdc@mail.mil](mailto:usarmy.badenwur.usag.mbx.omdc@mail.mil)

Note: The Heidelberg and Mannheim Postal facilities adjusted customer service hours of operation, due to the Department of Defense-wide furlough, staff shortages and restructuring necessitated by the garrison's closure.

## R

**Reassignments: Central Processing Facility, Military Personnel Division-----**

Hours: 8 a.m.-4 p.m. Monday-Friday (closed for lunch noon-1 p.m.)

Community Support Center, Bldg. 3850, Room 250, Heidelberg

DSN 370-3923/6343/8917, civ. 06221-57-3923/6343/8917, DSN FAX 370-7707, DSN 06221-57-7707

E-mail [usarmy.badenwur.usag.mbx.dhr-reassignments@mail.mil](mailto:usarmy.badenwur.usag.mbx.dhr-reassignments@mail.mil)

Description: The Reassignments division processes permanent and temporary reassignment actions for military personnel.

**Religious Support Office-----**

**Services will end by August 30, 2013**

Hours: 8 a.m.-4:30 p.m. Monday-Friday; services Saturday, Sunday

Patrick Henry Village and Nachrichten Kaserne Chapels, Heidelberg

DSN 373-6190/388-9406 civ. 06221-17-6190/06221-338-9406

Description: The Religious Support Office offers Protestant and Catholic religious services, religious education services and family and pastoral counseling services.

**Religious Support Office-----**

**Services will end by August 30, 2013**

Hours: 8 a.m.-4:30 p.m. Monday-Friday; services Saturday, Sunday

Patrick Henry Village and Nachrichten Kaserne Chapels, Heidelberg

DSN 373-6190/388-9406 civ. 06221-17-6190/06221-338-9406

Description: The Religious Support Office offers Protestant and Catholic religious services, religious education services and family and pastoral counseling services.



# S

## **SATO Government Travel Office Community Support Center**-----

### **Services will end by August 30, 2013**

Hours: 8 a.m.-5 p.m. Monday-Friday. Closed German holidays.

Community Support Center, Bldg. 3850, Room 272, Heidelberg

DSN 370-6949, civ. 06221-57-6949

Description: SATO provides travel arrangements for both official and leisure travel.

## **Self-Help Store Heidelberg**-----

### **Services will end by August 30, 2013**

Hours: 10 a.m.-6 p.m. Monday-Friday, 10 a.m.-2 p.m. Saturday.

Patrick Henry Village, Bldg. 4548, Heidelberg

DSN 387-3232, civ. 06221-4380-3232

Description: Free small home repair for items in U.S. Army-owned quarters. Power and hand tools available to borrow for all U.S. Army Garrison Baden-Württemberg ID card holders.

## **Service Credit Union**-----

### **Facility will close by August 30, 2013**

Hours: 9 a.m.-5 p.m. Monday-Wednesday, 10 a.m.-6 p.m. Thursday and  
10 a.m.-1 p.m. Saturday

Community Support Center, Bldg. 3850, Heidelberg

DSN 370-7138, civ. 06221-502-58-800

Email: [heidelbergbranch@servicecu.org](mailto:heidelbergbranch@servicecu.org)

Website: [heidelbergbranch@servicecu.org](http://heidelbergbranch@servicecu.org)

## **SORT Center**-----

### **Center will close August 30, 2013**

Hours: 9 a.m.-3:30 p.m. Monday-Friday, 9 a.m.-1 p.m. Saturday. Closed German holidays.

Patrick Henry Village (by Outdoor Recreation), Heidelberg

Notes: Community members can drop off old tires, wood, metal, household appliances, grass clippings and more in specified containers. Employee on-hand for assistance. The re-use center has transferred to Wiesbaden.

### *Sports Center*

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**Facility will close by July 31, 2013**

Patrick Henry Village (next to Postal Service Center), Heidelberg

DSN 370-6489, civ. 06221-57-6489

Description: Sports Center has a large open floor with mirrored walls for fitness classes.

Restrooms and showers available in the adjacent tennis court. By advanced registration, key is available at the tennis court, which will close **July 30, 2013**.

(Regularly-scheduled fitness classes take precedence over reservations). Class tickets may be purchased at fitness centers or at the Village Pavilion Community Center.

## **T**

### *Tennis Center*

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**Facility will close July 31, 2013**

Hours: 5:30 a.m.-8 p.m. Monday-Friday, 10 a.m.-4 p.m. Saturday

Patrick Henry Village, Bldg. 4795, Heidelberg

DSN 373-7998, civ. 06221-17-7998

### *Training Support Center Heidelberg*

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Hours: 7:30-11:30 a.m. and 12:30-4:30 p.m. Monday-Friday

Patton Barracks, Bldg. 105, Heidelberg

DSN 373-7257, civ. 06221-17-7257

Description: The Training Support Center's mission is to identify, acquire, manage and sustain the resources required to support training and visual information services with the U.S.

Army Garrison Baden-Württemberg area of responsibility. Units receive access to virtual simulators and deployable instrumentation, while ensuring ranges are managed and conserved to be both environmentally-friendly and sustainable for future training.

### *Training Support Center Mannheim*

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**Facility will close by December 31, 2013**

Hours: 7:30-11:30 a.m. and 12:30-4:30 p.m. Monday-Friday

Coleman Barracks, Bldg. 95, Mannheim

DSN 382-5501, civ. 0621-779-5501 or civ. 0171-741-5226 (chief)

Description: The Training Support Center's mission is to identify, acquire, manage and sustain the resources required to support training and visual information services with the U.S.

Army Garrison Baden-Württemberg area of responsibility. Units receive access to virtual simulators and deployable instrumentation, while ensuring ranges are managed and conserved to be both environmentally-friendly and sustainable for future training.

#### **Transportation Motor Pool**

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**Facility will close by August 30, 2013**

Hours: 7:15 a.m.-noon and 1-4 p.m. Monday-Friday. Closed American and German holidays.

Patton Barracks, Bldg. 157, Heidelberg

DSN 373-6951, civ. 06221-17-6951

**Description:** The Training Support Center's mission is to identify, acquire, manage and sustain the resources required to support training and visual information services with the U.S. Army Garrison Baden-Württemberg area of responsibility. Units receive access to virtual simulators and deployable instrumentation, while ensuring ranges are managed and conserved to be both environmentally-friendly and sustainable for future training.

#### **Transportation Office**

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Hours: 9 a.m.-4 p.m. Monday-Friday (closed for lunch 11:30 a.m.-1 p.m.)

Community Support Center, Bldg. 3850, Room 266, Heidelberg

DSN 370-3503/8126, civ. 06221-57-3503/8126

## **V**

#### **Value-Added Tax Office Heidelberg**

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**Facility will close August 30, 2013**

VAT Office hours: 8:30 a.m.-4:30 p.m. Wednesday, Thursday, Friday; 10 a.m.-6 p.m. Tuesday

Utility Tax Avoidance Program office remains open Mondays

Patrick Henry Village, Bldg. 4507, Heidelberg

DSN 388-9586, civ. 06221-338-9586

**Description:** The Tax Relief Office has Value Added Tax forms for purchase that can be used by ID cardholders and Family and Morale, Welfare and Recreation unit funds to save money on purchases on the German economy. Other services include the Utility Tax Avoidance Program, open to all military and authorized members of the U.S. forces who occupy economy housing. Customers are required to provide a copy of a rental agreement or proof of ownership and DEROS date and must pay a one-time \$77 fee.

**Notes:** VAT forms may now be ordered via email for customers with Common Access Card-enabled computers. Send an email with "VAT Form Request" in the subject line to [usarmy.kaiserslautern.imcom-europe.mbx.dfmwr-vat-mailbo@mail.mil](mailto:usarmy.kaiserslautern.imcom-europe.mbx.dfmwr-vat-mailbo@mail.mil). Include full name, last four digits of the sponsor's social security number, the number of forms desired, full Army/Air Force Post Office address and contact phone number. VAT forms will arrive in APO box in about one week. Request must originate from a ".mil" email address, and the sponsor must be registered at any VAT office in Germany prior to first email order.

### **Vehicle Processing Center Mannheim**

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Center will close **August 30, 2013**. Last day for out-going vehicles is **August 28, 2013**.

Hours: 8 a.m.-5 p.m. Monday- Friday. Closed U.S. and German holidays.

Spinelli Barracks, Bldg. 1570, Mannheim

DSN 384-6360/6477, civ. 0621-714-0511

Email: [vpcmannheim@transcar.de](mailto:vpcmannheim@transcar.de)

Website: <https://www.whereismypov.com>

Description: The Mannheim Vehicle Processing Center, operated by American Auto Logistics, is responsible for U.S. government-sponsored privately operated vehicle shipments for all Department of Defense military and civilian employees.

Note: Some shipments and or vehicles have special shipping requirements or require additional instructions and paperwork; contact the office for full details or questions.

### **Vehicle Registration and Vehicle Inspection**

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**Facility will close August 30, 2013**

Registration hours: 8 a.m.-4 p.m. Monday- Friday. Closed U.S. holidays and noon the last day of the month for inventory.

Vehicle Inspection hours: 7:45 a.m.-3:30 p.m. Monday-Thursday, 7:45 a.m.-3:20 p.m. Friday. Closed German holidays.

Spinelli Barracks, Bldg. 1563 (registration), Bldg. 1567 (inspection), Mannheim

DSN 384-6100, civ. 0621-730-6100

To register a POV: 1. Vehicle must be inspected first at the vehicle inspection point in Bldg. 1567 on Spinelli Barracks.

2. Take the AE Form 190-1A (U.S. Army Europe POV Inspection Form) to the vehicle registration office with the proper proof of insurance, USAREUR driver license and \$30 (check, money order or credit card; no cash) to register a POV for one year or \$60 for two years.

To de-register a POV: 1. Take the required paperwork (clearing papers, receipt of donation, bill of sale or proof of shipping) and the issued USAREUR license plates to the vehicle registration office.

2. Complete an AE 190-1S (insurance cancellation form) and the POV will be de-registered in the system. For all DEROS personnel, shipping tags will be provided if you have more than 90 days remaining on your registration. If less than 90 days, a \$30 fee will be charged.

### ***Veterinary Services***

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#### **Facility closed for appointments and over-the-counter visits June 26, 2013**

Patrick Henry Village, Bldg. 4510, Heidelberg

DSN 388-9469, civ. 06221-338-9469

Website: [www.chppmeur.healthcare.hqusareur.army.mil/sites/vet/phcd-ne/heidelberg.aspx](http://www.chppmeur.healthcare.hqusareur.army.mil/sites/vet/phcd-ne/heidelberg.aspx)

Public Health Command Region-Europe's website:

[www.chppmeur.healthcare.hqusareur.army.mil/sites/vet/animal-medicine.aspx](http://www.chppmeur.healthcare.hqusareur.army.mil/sites/vet/animal-medicine.aspx)

Notes: A team from the Wiesbaden VTF will travel to the Heidelberg VTF for health certificates only in **July** and **August**. Community members can now make appointments for July, and August appointments may be made starting **July 15**, at DSN 337-6283, civ. 0611-705-6283. Other services will be referred to other military VTFs or local German clinics. Medical records remaining at the VTF after **August 29** will be transferred to the Wiesbaden VTF.

### ***Voting Assistance Office***

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#### **Service will end by August 30, 2013**

Hours: 8 a.m.-5 p.m. Monday-Friday

Community Support Center, Bldg. 3850, Room 250, Heidelberg

DSN 370-3347/9089, civ. 06221-57-3347/8089, Mobile 0162-296-9189

Websites: [www.imcom-europe.army.mil/webs/sites/news/voting.html](http://www.imcom-europe.army.mil/webs/sites/news/voting.html),

[www.fvap.gov](http://www.fvap.gov), [www.facebook.com/armyvoting](http://www.facebook.com/armyvoting)

Description: The Installation Voting Assistance Office provides voting assistance to eligible U.S. citizens overseas.

## ***W***

### ***Warrior Zone Mannheim Coleman***

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#### **Service will close August 31, 2013**

Hours: 4-8 p.m. Monday-Thursday, noon-midnight Friday-Saturday, noon-10 p.m. Sunday

Coleman Barracks, Bldg. 86, Mannheim

DSN 382-4149/4410, civ. 0621-779-4410/4149 (Manager: 0152-558-89976)

Description: The Warrior Zone is a place for service members and their guests 18 and older to relax and enjoy time away from work. Features include Nintendo Wii, XBOX 360 and Playstation3 gaming systems, as well as gaming chairs, a movie room with a large projection screen and Blu-ray movie player and surround sound. Computer stations and free WiFi also available.